

Meeting notes for Extra Care Residents' Forum

Date: 25/06/2024

Time: 14:00 to 15:30

Chair of meeting: Ian Devereux

Attendees: Ian Devereux (ID), John Simmonds (JS), Ally Dewar (AD) Mabelle House (MH)
Sonia Hawley (SH), x6 residents

Title of agenda item		Summary of discussion	Actions agreed including assignments and deadlines
1.	Introductions	ID welcomed MH to the forum, MH explained her role as a researcher.	None
2.	Actions from Last Meeting or Update	<p>Getting the meeting content out to the rest of the residents- new format decided. Recordings and minutes of meeting to go to all EC mgrs, Heads of Service and SLT with EC. Scheme mgrs. to ensure this information gets to residents.</p> <p>Unreasonable Behaviour Policy – JS thanks forum for feedback via correspondence and email. Which has been passed on to Jo Kinsella for approval by Policy Steering Group.</p> <p>Tenancy Arrears Policy regarding when a tenant passes away – part of a bigger discussion which is happening within H21 and its arrears policy. Forum's comments have been passed on to the policy owner.</p>	<p>JS to continue with approach. Resident Forum to hold H21 staff accountable to make sure word gets out to residents. Emails to employees will be sent with analytics to measure how many are opened. Activity required from scheme managers will be clearly marked.</p> <p>Has been to the policy group and will be approved imminently. Once approved it will be sent to scheme mgrs.</p> <p>Policy being discussed within H21. Further information and guidance will be released once the process is reviewed.</p>

		Discussion about this information being in the resident handbook.	Although Scheme Managers should be the 'go to' for this information, policies on resident-facing matters are now published on the Housing 21 website.
3.	Resident Survey	<p>MH went through the national resident survey question by question to discuss their clarity. By law all Housing Associations must ask 12 'tenant perception measures,' with the structure of the questions determined by the Regulator.</p> <p>Members of the network fed back useful suggestions to be included as guidance to support the next survey, and that will be provided to residents.</p> <p>Short discussion on new policy for Complaints as per Ombudsman's new guidance.</p>	Wording cannot actually be changed, however MH is going to try to provide guidance alongside the survey on a separate document and briefings to Scheme Managers to make it clearer for residents. This should include clarification for schemes with external care companies.
4.	Data Protection	<p>SH joined the meeting to discuss:</p> <ul style="list-style-type: none"> • GDPR and how it affects the day to day lives of residents • How resident data is protected and how it can be used • What data H21 can keep and where it is kept • Consent regarding the sharing of this data, photos and/or video and 	<p>SH will work with JS to develop guidance to managers and residents' associations on obtaining informed consent. Further work will be done with Operations to ensure that resident information and consent is regularly revised.</p> <p>SH will also work on gathering some common resident case studies of GDPR queries</p>

		<p>the right of the resident in relation to this.</p> <p>Some members felt that GDPR could be restrictive, for example not being able to get a d.o.b. for a birthday messages and consent for photos and videos. There was a general concern that the principles of GDPR legislation could be misinterpreted by employees and residents alike and that this would have an impact on day-to-day experience.</p> <p>Scheme managers should already have access to policies and procedures and guidance regarding GDPR and should be referring to these when making decisions so it should not be a barrier. There should be open communications between both parties, as long as consent is recorded.</p>	<p>SH will be invited back for a future session.</p>
5.	<p>Extra Care Heads of Service Updates</p>	<p>AD presented the Care Survey Results and proposed activity in response to the results.</p> <p>This presentation was met with approval from the network membership.</p> <p>AD proposed that for customer service and contact that H21 review and implement customer service training for all frontline and senior employees underpinning the development a co-productive Customer Service</p>	<p>AD to take feedback to Extra Care leadership. Updates against this action plan to be brought back to this network by the attending Head of Service.</p>

		<p>Pledge to help move towards a customer first culture.</p> <p>Regional resident forums to be considered for future development to help capture regional nuance and issues impacting residents.</p> <p>Proposed to use the forums to check that if proposed actions have been implemented and if there has been either a positive or negative impact so it can be tweaked to suit.</p>	
6.	Call Monitoring Survey	<p>AD offered to send slides on Call Monitoring Survey as there too many to show during meeting. He briefly explained a few of them. H21 looking to possibly procure a new emergency call service as the current contract with Apello ends this year. A survey has been completed to understand resident's experiences with the current Apello system so an informed decision came made with regards to which company we use, going forward</p> <p>A small group of stakeholders has been set up to help write the specification, led by Richard Wheeldon</p> <p>ID suggested some training and guidance for residents as many find the current system hard to use.</p>	<p>A panel to be created, to include residents, to find out exactly what residents want from their emergency call out service. Will take a few weeks to set this up and no decision has made yet on how many people will be involved. Expressions of interest from EC forum members can be sent via JS or AD.</p>
7.	AOB	Service Charges	TL, Tracy Jones, and Richard Lawton to produce a toolkit

		<p>The EC Residents' Forum is looking to expand and would like membership from Chairs of Residents' Associations.</p> <p>JS's team have been building a new survey to collect information on resident associations, this would help with the information out to all Resident Associations.</p> <p>It was suggested that the regional managers push the idea of the forums to residents during their site visits. The limitations of Microsoft Teams Meetings and fear felt by some residents with regards to new technology were also discussed. Although Teams can be clunky, it was recognised that it is the 'best fit' that members are aware of.</p>	<p>to help resident to understand their service charges. They will be working in conjunction with Richard Lawton and Tracy Jones.</p> <p>ID and JS to work together to produce a list of contacts and send out a letter of invitation. ID wants to create a steering group to put all of this in place.</p> <p>H21 currently has an ongoing large-scale project around digital inclusion that aims to help set a minimum digital standard.</p> <p>JS delivers updates as an email briefing to all Extra Care employees and also to residents via the newsletter. Routes for involvement with this network will be highlighted in these. The H21 website also includes pathways for expressions of interest.</p>
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Date of next meeting: 27th August 2024

Time of next meeting: 14:00 – 15:30

A link to the August meeting will be provided two weeks ahead of the scheduled date.